



**AIMS AND BENEFITS OF
DECRIMINALISED PARKING
ENFORCEMENT**

- Assist in the free flow of traffic
- Create a greener environment
- Maximise the use of spaces
- Increase Trade
- Promote safety for all road users
- Free up Police resources

General information – a year in review

The Covid-19 pandemic meant that FY20-21 was unlike any other year in memory with major implications for public health, parking demand and income generation.

All parking charges were suspended from April 2020 and were gradually reintroduced over the summer and early autumn only to be re-suspended on Boxing Day 2020 as the pandemic re-emerged at the end of the year.

The majority of the Parking Enforcement Team were placed on furlough and there was very limited enforcement during the first weeks of the nationwide lockdown. The Parking Attendants were brought back from furlough in the early summer and remained in post throughout the remainder of the year. Enforcement activity and the number of PCNs issued each day remained at levels equivalent to the pre-pandemic period.

Usage of the car parks outwith the lockdown periods, was dramatically down on previous years and income from parking was much reduced. The number of season ticket holders buying monthly permits was particularly badly affected by the widespread adoption of home-working and reduced number of commuters coming to Dundee City Centre. The revenue from on-street parking in the city centre recovered noticeably more quickly than that from off-street car parks.

There have been some positive developments during the year, including the introduction of a new EV charging at the Olympia MSCP and a new appeals portal that has streamlined and speeded up the parking appeals process so by the end of March 2021, most challenges and appeals were being handled within 14 days.

Cashless payment continued to grow and our partners at Just Park reported increasing numbers of customers using their app to pay for parking in Dundee.

Our car parks have also been able to accommodate the new Embark Dundee e-bike hire service, demonstrating that cycle parking is being given increased attention.

This report covers parking information for the financial year April 2020 – March 2021.

John Berry
Parking & Sustainable Transport Team Leader



SECTION 1 – PARKING INCOME

SUMMARY OF INCOME COLLECTED

METER TRANSACTIONS -METRIC

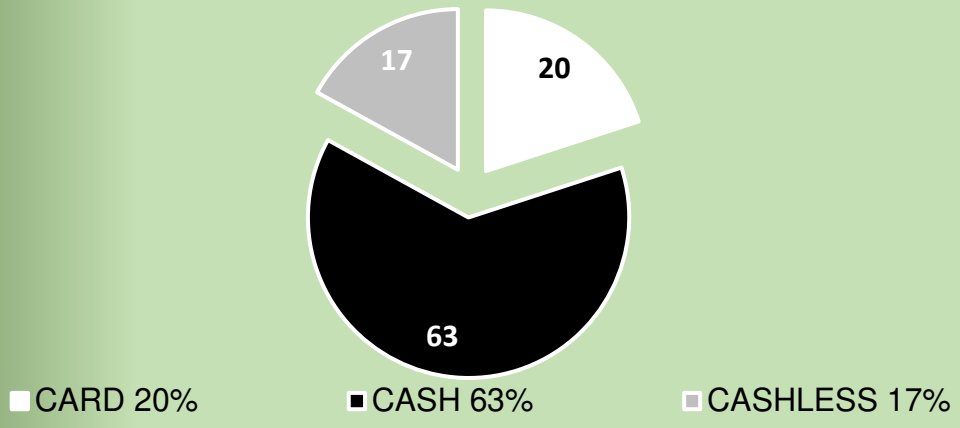
MONTH	CASH TRANSACTIONS	CASH AMOUNT £s	CARD TRANSACTIONS	CARD AMOUNT £s	TOTAL AMOUNT £s
APRIL	1115	1,529.50	1239	311.00	1,840.50
MAY	786	1,551.15	120	309.00	1,860.15
JUNE	2378	5,203.00	541	1,585.00	6,788.00
JULY	22331	48,781.15	5478	17,386.00	66,167.15
AUGUST	34120	74,871.45	10450	33,878.30	108,749.75
SEPTEMBER	32843	67,670.50	11737	40,017.00	107,687.50
OCTOBER	36680	72,631.20	13314	46,456.20	119,087.40
NOVEMBER	31803	53,848.80	9455	30,606.10	84,454.90
DECEMBER	31566	56,556.60	9663	30,295.70	86,852.30
JANUARY	2143	2,465.40	439	1,287.40	3,752.80
FEBRUARY	81	193.00	49	131.70	324.70
MARCH	122	240.85	65	177.10	417.95
TOTALS	195968	385542.60	62550	202440.50	587983.10

CASHLESS PARKING TRANSACTIONS- JUST PARK

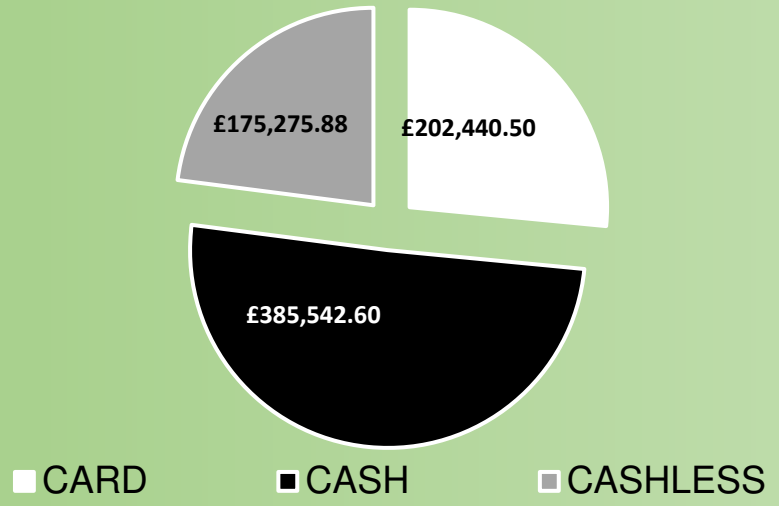
MONTH	TOTAL PAID £	JUST PARK GROSS £	DCC GROSS £	SESSIONS
APRIL	75.36	3.36	72.00	122
MAY	-	-	-	-
JUNE	55.44	55.44	0.00	470
JULY	16,259.28	611.28	15,648.00	4806
AUGUST	31,544.96	1,070.46	30,474.50	8624
SEPTEMBER	34,918.44	1,193.76	33,724.68	9470
OCTOBER	37,745.88	1,288.98	36,456.90	10183
NOVEMBER	31,772.97	1,127.07	30,645.90	8794
DECEMBER	27,782.68	1022.28	26760.4	8162
JANUARY	1588.80	117.00	1471.80	1032
FEBRUARY	69.94	48.24	21.70	469
MARCH	61.20	61.20	0	753
TOTALS	181,874.95	6,599.07	175,275.88	52,885

SUMMARY OF TRANSACTIONS

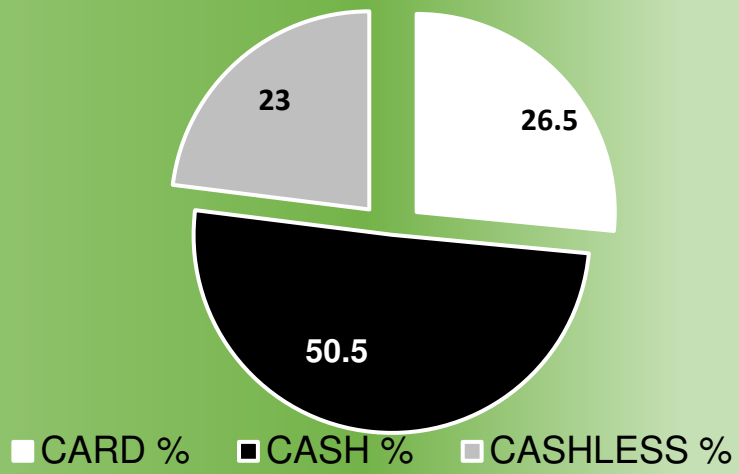
NUMBER OF TRANSACTION - PERCENTAGES



TRANSACTION INCOME AMOUNT £S



INCOME £s PERCENTAGES



INCOME FROM MONTHLY TICKETS

DUNDEE CITY COUNCIL STAFF PARKING SCHEME (£80 per calendar month)

Date	Greenmarket	Bell Street	Olympia	Gellatly Street	Total	Amount £s
Apr 2020	0	0	0	0	0	0
May 2020	0	0	0	0	0	0
June 2020	0	0	0	0	0	0
July 2020	0	0	0	0	0	0
Aug 2020	1	2	0	5	8	560
Sept 2020	1	3	3	6	13	1040
Oct 2020	1	5	4	7	17	1360
Nov 2020	1	3	5	9	18	1440
Dec 2020	1	3	4	10	18	1440
Jan 2021	0	0	0	0	0	0
Feb 2021	0	0	0	0	0	0
Mar 2021	0	0	0	0	0	0
Totals	5	16	16	37	74	£5840

BULK BUYERS – (discount for organisations with 50+ employees in the scheme (£80 per calendar month))

Date	Greenmarket	Bell Street	Olympia	Hunter Street	Total	Amount £s
Apr 2020	0	0	0	0	0	0
May 2020	0	0	0	0	0	0
June 2020	0	0	0	0	0	0
July 2020	0	0	0	0	0	0
Aug 2020	0	0	0	0	0	0
Sept 2020	0	24	0	0	24	1,920
Oct 2020	0	41	14	0	55	4,400
Nov 2020	0	54	13	0	67	5,360
Dec 2020	0	61	13	0	74	5,920
Jan 2021	0	0	0	0	0	0
Feb 2021	0	0	0	0	0	0
Mar 2021	0	0	0	0	0	0
Totals £s	0	180	40	0	220	£17,600

RESTRICTED MONTHLY TICKET (available for general sale, only to be used in specified car parks - £100 per calendar month)

Date	Bell Street	Olympia	Total	Amount £s
Apr 2020	0	0	0	0
May 2020	0	0	0	0
June 2020	0	0	0	0
July 2020	0	0	0	0
Aug 2020	0	0	0	0
Sept 2020	6	3	9	900
Oct 2020	12	5	17	1,700
Nov 2020	13	6	19	1,900
Dec 2020	14	6	20	2,000
Jan 2021	0	0	0	0
Feb 2021	0	0	0	0
Mar 2021	0	0	0	0
Totals	39	20	65	£6,500

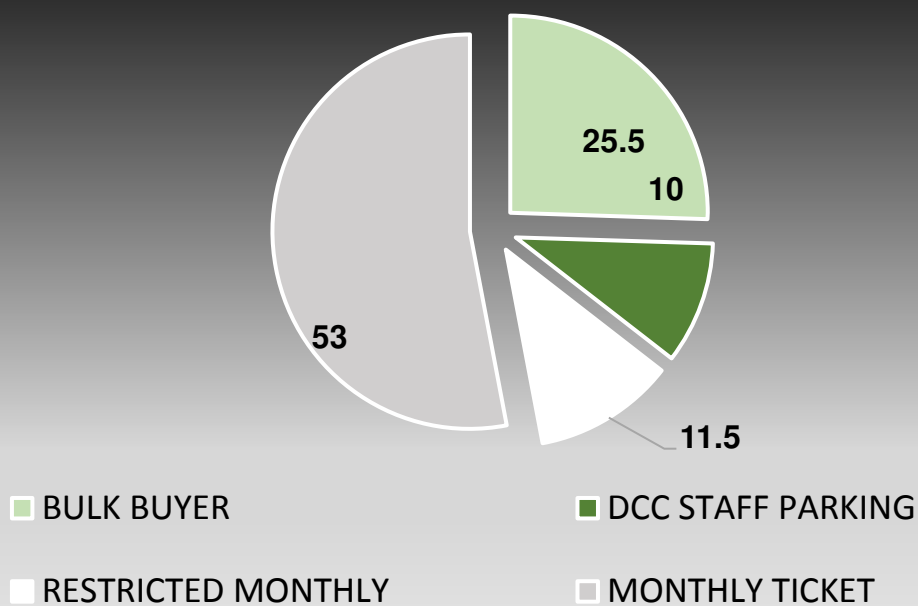
REGULAR MONTHLY TICKET (available for general sale- £110 per calendar month)

Date	Green market	Bell Street	Olympia	Gellatly Street	Hunter Street	Total	Amount £s
Apr 2020	0	0	0	0	0	0	0
May 2020	0	0	0	0	0	0	0
June 2020	0	0	0	0	0	0	0
July 2020	0	0	0	0	0	0	0
Aug 2020	0	0	0	10	0	10	1,100
Sept 2020	10	0	0	46	1	57	6,270
Oct 2020	12	0	0	45	1	58	6,380
Nov 2020	17	0	0	61	0	78	8,580
Dec 2020	15	0	0	56	0	71	7,810
Jan 2021	0	0	0	0	0	0	0
Feb 2021	0	0	0	0	0	0	0
Mar 2021	0	0	0	0	0	0	0
Totals	54	0	0	218	2	274	£30,140

TOTAL PARKING INCOME FROM ALL MONTHLY TICKETS (£s)

Date	STAFF PARKING SCHEME	BULK BUYERS	RESTRICTED MONTHLY TICKETS	REGULAR MONTHLY TICKETS	TOTAL AMOUNT £s
Apr 2020	0	0	0	0	0
May 2020	0	0	0	0	0
June 2020	0	0	0	0	0
July 2020	0	0	0	0	0
Aug 2020	560	0	0	1,100	1,660
Sept 2020	1,040	1,920	900	6,270	10,130
Oct 2020	1,360	2,400	1,700	6,380	11,840
Nov 2020	1,440	4,320	1,900	8,580	16,240
Dec 2020	1,440	5,920	2,000	7,810	17,170
Jan 2021	0	0	0	0	0
Feb 2021	0	0	0	0	0
Mar 2021	0	0	0	0	0
Totals £s	5,840	14,560	6,500	30,140	£57,040

MONTHLY TICKET PERCENTAGES



TOTAL (card payment) INCOME FROM MULTI STOREY CAR PARK (*pay on foot*) (gross)

MONTH/CAR PARK	GELLATLY ST	W BELL ST	OLYMPIA	GREEN MARKET	SHORE TERRACE	TOTAL
APR 2020	0.00	0.00	0.00	0.00	6.20	6.20
MAY 2020	0.00	0.00	0.00	0.00	0.00	0.00
JUN 2020	0.00	0.00	0.00	0.00	0.00	0.00
JUL 2020	1.00	0.00	1.00	0.00	9181.10	9183.10
AUG 2020	11761.10	6119.30	2325.00	7541.30	19352.70	47099.40
SEP 2020	22491.80	17912.30	5188.60	18899.80	10796.20	75288.70
OCT 2020	21284	13904.90	4652.80	18946.40	15244.60	74032.70
NOV 2020	16052.60	12935.50	3841.30	7300.60	9685.20	49815.20
DEC 2020	18008.10	10063	3451.20	7972.10	12439.90	51934.30
JAN 2021	0.00	0.00	0.00	0.00	0.00	0.00
FEB 2021	0.00	0.00	0.00	0.00	0.00	0.00
MAR 2021	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL AMOUNT £s	£89,598.60	£60,935.00	£19,459.90	£60,660.20	£76,705.90	£307,359.60

TOTAL (cash) INCOME FROM MULTI STOREY CAR PARK (*pay on foot*) (gross)

MONTH/CAR PARK	GELLATLY ST	W BELL ST	OLYMPIA	GREEN MARKET	SHORE TERRACE	TOTAL
APR 2020	0.00	0.00	0.00	0.00	0.00	0.00
MAY 2020	0.00	0.00	0.00	0.00	0.00	0.00
JUN 2020	0.00	0.00	0.00	0.00	0.00	0.00
JUL 2020	0.00	0.00	0.00	0.00	2179.50	2,179.50
AUG 2020	5859.70	1991.30	996	1555.60	951.90	22,709.00
SEP 2020	12083	3529.70	1555	3840	2907.10	47,829.60
OCT 2020	16284.40	3071.40	1989	5255.20	4807.60	62,815.20
NOV 2020	8912.30	1841.40	1032	1475.70	2597.30	31,717.40
DEC 2020	9376.40	1614.50	930.80	1643.30	4270.70	35,671.40
JAN 2021	0.00	0.00	0.00	0.00	0.00	0.00
FEB 2021	0.00	0.00	0.00	0.00	0.00	0.00
MAR 2021	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL AMOUNT £s	£52,515.80	£12,048.30	£6,502.80	£13,769.80	£17,714.10	£202,922.10

TOTAL PARKING INCOME 2020-21 (£s)

P&D METER	£591,603.30
CASHLESS PARKING	£175,275.88
PAY ON FOOT (MULTI STOREYS)	£510,281.70
MONTHLY TICKETS	£57,040.00
RESIDENT PERMIT SCHEME	£52,100
PENALTY CHARGE NOTICE RECEIVED	£485,894.00
TOTAL PARKING INCOME	1,872,194.88

RESIDENT PERMIT SCHEMES

Permit Status: Permits Issued April 2020 - March 2021

Permit Zone: Broughty Ferry (£84)
Permit Zone: City Centre (£120)
Permit Zone: Menzieshill (£20)

TOTAL INCOME FROM RESIDENT PERMIT SCHEMES

	CHARGE	NUMBER OF RESIDENTS	TOTAL INCOME
CITY CENTRE	£120	356	42,720.00
BROUGHTY FERRY	£84	25	2,100.00
MENZIESHILL	£20	364	7,280.00
£'s TOTAL			52,100.00

Resident Permit Scheme Update

Dundee City Council approved consultation on the introduction of resident schemes in three areas.

West End: Community engagement has taken place but progression has been delayed due to the Covid 19 pandemic.

Coldside: Consultation delayed due to Covid19 pandemic

Maryfield: Consultation delayed due to Covid19 pandemic

Following government guidelines due to the COVID19 pandemic, it is with regret that we have had to put on hold any consultation processes with residents. As soon as we have the ability to hold meetings again, consultations will resume.

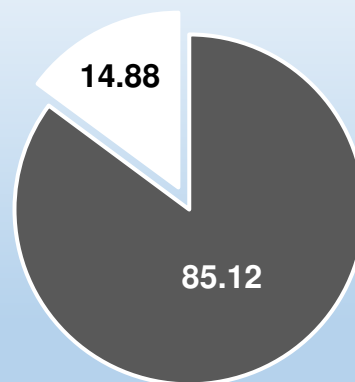
SECTION 2 – ENFORCEMENT

SUMMARY OF PENALTY CHARGE NOTICE INCOME

NUMBER OF PCNs ISSUED

Apr 2020	0
May 2020	12
June 2020	691
July 2020	1627
Aug 2020	2472
Sept 2020	2232
Oct 2020	2694
Nov 2020	2515
Dec 2020	2043
Jan 2021	1406
Feb 2021	1087
Mar 2021	1901
TOTAL	18680

% OF PCNs ISSUED ON/OFF STREET



■ ON STREET ■ OFF STREET

ON STREET – 15,900

OFF STREET – 2,780

TOTAL NUMBER ISSUED – 18,680

PCNs PAID AND OUTSTANDING – (fluid)

(This number does not include PCNs that have already been cancelled, waived or written off)

NUMBER PAID 12,732

Income received - £485,894.00

NUMBER UNPAID **4233**

CONTRAVENTION SUMMARY –10 MOST FREQUENT CONTRAVENTIONS

- 01 RESTRICTED STREET
- 06 P&D NOT DISPLAYED
- 30 OVERSTAY
- 83 NO P&D (off street)
- 25 NOT LOADING
- 40 DISABLED BAY
- 05 P&D EXPIRED
- 02 LOADING/UNLOADING
- 15 RESIDENT PERMIT
- 82 P&D EXPIRED (off street)

PCNs ISSUED BY STREET SUMMARY – 10 MOST FREQUENTLY ISSUED

ON STREET

Crichton Street	787
Reform Street	654
Brook Street (BF)	622
Perth Road	612
Castle Street	560
Whitehall Crescent	523
Commercial Street	447
Exchange Street	378
South Tay Street	362
Bell Street	346

OFF STREET

Yeaman Shore Car Park	956
East Port Car Park	171
Brook Street Car Park (BF)	149
Queen Street Car Park (BF)	147
South Tay Street Car Park	136
Pennycook Lane Car Park	114
Queen Street Car Park	107
Discovery Car Park	104
Roseangle Car Park	99
Hunter Street Car Park	98

SECTION 3 – APPEALS AND ADJUDICATION

SUMMARY OF APPEALS

There are 3 stages in which an appellant can make an appeal against a penalty charge notice.

1. Informal Challenge: An informal challenge must be made in the first 28 days from when a PCN has been issued. If a challenge is made within the first 14 days, the charge will be held at the discounted rate of £30 until a decision has been met. If the PCN is upheld, the appellant has 14 days from the date on the rejection letter, to pay the discounted rate. After that period has expired the PCN must be paid in full.

2. Formal Representation: If the appellant does not agree with the decision made on an informal challenge he/she has the right to make a formal representation. This can only be done once a 'Notice to Owner' document is served. At this stage the PCN charge will be £60. Any right to pay the discounted rate has expired.

3. Appeal: If the appellant does not agree with the decision made at the formal representation stage then he/she has the right to take this to a tribunal. In Scotland this is the Parking and Bus Lane Appeals (PBLA). This is an independent body who will hear your case, and can be carried out face to face, by telephone or without any representation by the appellant.

APPEALS AND ADJUDICATION 2015 – 2021 (financial years)

FINANCIAL YEARS	PCNs ISSUED	No PCNs CHALLENGED	SUCCESSFULLY CHALLENGED
2020-2021	18,680	2169	1036
2019-2020	31,948	4385	2415
2018-2019	29,130	3735	1856
2017-2018	30,083	3617	1859
2016-2017	29,266	3333	1712
2015-2016	31,236	4297	2157

FINANCIAL YEARS	% of PCNs CHALLENGED	% of PCNs SUCCESSFULLY CHALLENGED	% CHALLENGE SUCCESS RATE
2020-2021	11.6	5.5	47.7
2019-2020	13.8	7.6	55.0
2018-2019	12.8	7.6	49.7
2017-2018	12.0	6.2	51.4
2016-2017	11.4	5.8	51.4
2015-2016	13.8	6.9	50.2

MULTI STOREY CAR PARK OCCUPANCY – (number of vehicles using carparks)

2020-2021

	OLYMPIA	GREENMARKET	GELLATY ST	W BELL ST	SHORE TCE
APR	0	0	0	0	0
MAY	0	0	0	0	0
JUN	0	0	0	0	0
JUL	0	0	0	0	3131
AUG	1475	2021	4849	2889	6700
SEP	2909	5082	10227	6600	4147
OCT	2868	5358	9495	5058	5451
NOV	2558	2836	8414	4960	3169
DEC	2105	2134	9274	3730	4423
JAN	0	0	0	0	0
FEB	0	0	0	0	0
MAR	0	0	0	0	0
	11915	17431	42259	23237	27021

CAPACITY IN MSCPs

Olympia - 501
 Greenmarket - 548
 Gellatly Street - 460
 W Bell Street - 930
 Shore Terrace - 67